

	Title	Current OR ▽
64	Customer communication service system	379/265.09
65	Method and system for coordinating data and voice communications via customer contract channel changing system using voice over IP	379/265.09
66	Customer-self routing call center	379/265.09
67	Method and system for delivery of individualized training to call center agents	379/265.06
68	MONITORING OF AND REMOTE ACCESS TO CALL CENTER ACTIVITY	379/265.06
69	Method and system for delivery of individualized training to call center agents	379/265.06
70	Teleservices computer system, method, and manager application for integrated presentation of concurrent interactions with multiple terminal emulation sessions	379/265.04
71	Method and apparatus for providing an interactive home agent with access to call center functionality and resources	379/265.04
72	Method and system for determining and using multiple object states in a computer telephony integration system	379/265.03
73	Method for routing calls to call centers based on statistical modeling of call behavior	379/265.03
74	System and method for providing call statistics in real time	379/265.03
75	Reducing resource consumption by ACD systems	379/265.02
76	Automated survey control routine in a call center environment	379/265.02
77	Method and apparatus for enabling full interactive monitoring of calls to and from a call-in center	379/265.02
78	Call and data correspondence in a call-in center employing virtual restructuring for computer telephony integrated functionality	379/265.02
79	Implementation of call-center outbound dialing capability at a telephony network level	379/265.02
80	Agent-initiated dynamic requeuing	379/265.02

	Title	Current OR ▽
81	Apparatus and methods enhancing call routing within and between call-centers	379/265.02
82	Method and system for determining and using multiple object states in a computer telephony integration system	379/265.02
83	System and method for operating a plurality of call centers	379/265.02
84	Method and system for automated customer services	379/265.01
85	System and method for operating a plurality of call centers	379/265.01
86	Skill-based real-time call routing in telephony systems	379/265.01
87	Agent-predictive routing process in call-routing systems	379/265.01
88	Methods and apparatus for implementing a network call center	379/265.01